

T-03471A-10-0498

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2011 97201Date: 7/21/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By:

Katherine

Jones

Account Name:

Katherine Jones

Home: (000) 000-0000Street:

n/a

Work: (000) 000-0000City:

Fountain Hills

CBR:State:

AZ

Zip: 00000

is: E-MailUtility Company:

Cox Arizona Telcom , L.L.C. d/b/a Cox Communications

Division:

Telephone

Contact Name:Contact Phone:Nature of Complaint:

*****RECEIVED FROM COMMISSIONER NEWMAN'S OFFICE*****

From: Kathryn Jones [mailto:]

Sent: Tuesday, July 19, 2011 5:17 PM

To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web

Subject: Cox Communications proposed rate increase - VOTE NO

I just read that Cox Communications is proposing a rate increase effective October 1, 2011. Please do not allow them to increase their rates.

First of all, in this economy, most people, including myself, can barely afford what we already pay for.

Second, in Fountain Hills where I live, Cox and Qwest are the only two choices for Internet service, and that really isn't much of a choice. Qwest provides only slow service by today's standards and does not offer the Fountain Hills community the faster services that it advertises for other areas of the Phoenix metropolitan community. Therefore Qwest is not an option for those of us who need faster Internet services. We already pay Cox \$49.99 per month for our Internet service (and that is not their fastest level of service) which is high enough.

Please vote "no" on the rate increase.

Thank you,

Kathryn Jones

End of Complaint

Utilities' Response:

Arizona Corporation Commission

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

July 21, 2011

Dear Ms. Jones,

Your opinion e-mailed to Commissioner Newman's office has been received and has been assigned to me for handling.

Your letter is in opposition to the Cox Communications ("Cox") application for a rate increase has been received.

This application filed by Cox is for approval of a cap of certain types of Local Exchange Services Tariffs for landline telephone services.

These services do not include internet services. Internet services are not a regulated utility service.

Your opinion will be noted and filed in the current Cox Communications application.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst I
Arizona Corporation Commission
Utilities Division

Opinion noted and filed in Docket No. #T-03471A-10-0498. closed

From: Kathryn Jones [mailto:
Sent: Thursday, July 21, 2011 5:03 PM
To: Carmen Madrid
Subject: RE: Cox Communications proposed rate increase - VOTE NO

I also have phone service through Cox and would appreciate not getting an increase in my rates. Thanks.
End of Comments

Date Completed: 7/21/2011

Opinion No. 2011 - 97201
